

Welcome to UnitedHealthcare

When it comes to finding a doctor and managing your health, simpler is always better. The UnitedHealthcare Shared Services member website offers a variety of tools and resources that make it easier than ever.

To find a doctor, hospital, lab and other providers in your network visit [whyuhc.com/uhss](https://www.whyuhc.com/uhss) and follow these steps:

- 1 Click on **Find a doctor or facility**
- 2 Select the network on the back of your ID card
- 3 If the location that appears is not correct, click on **Change Location**. Enter a street address, city and state, 5-digit zip code, or county.
- 4 Select the appropriate location and click **Update Location**
- 5 Select the type of medical care, or enter a provider name or service and click **Search**

For example, to locate a primary care provider:

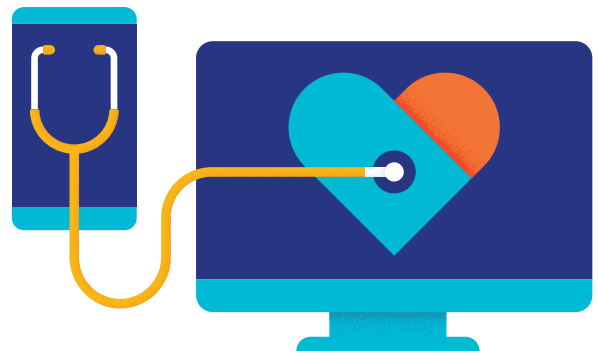
- Click **People**
- Next, click on **Primary Care**
- Choose the type of primary care provider
- If you already know the doctor name, medical group or hospital you are looking for, select **All Primary Care Providers**
- To search by provider name, select **Provider Name** and click **Apply**

When you select a provider, you can determine if the provider is accepting new patients, as well as view additional information including specialties, office hours, directions and more.

Look for the blue hearts!





Providers with this designation meet UnitedHealth Premium program criteria for providing quality and cost-efficient care.

continued ▶



Compare quick care options to help keep costs down.

Getting care at the place that may best fit your condition or situation may save you up to \$2,000 compared to an emergency room (ER) visit.* If you have a life-threatening condition, call 911 or go to the ER. For everything else, it may be best to contact your primary care provider (PCP) first. If seeing your PCP isn't possible, it's important to know your other care options, especially before heading to the ER.

	START HERE			
				
Care options to consider and approximate	PCP Care from the doctor who may know you best	Convenience care Basic conditions that aren't generally life-threatening	Urgent care Serious conditions that aren't generally life-threatening	Emergency room Life- and limb-threatening emergencies
Average cost*	\$160	\$100	\$180	\$2,200
Hours	Varies by location	Varies by location	Varies by location — may be open nights/weekends	24/7

● indicates the recommended place for care for the following common conditions:

Condition	PCP	Convenience care	Urgent care	Emergency room
Broken bone			●	●
Chest pain				●
Cough	●	●		
Fever	●	●		
Muscle strain	●	●		
Pink eye	●	●		
Shortness of breath				●
Sinus problems	●	●		
Sore throat	●	●		
Sprain	●	●	●	
Urinary tract infection	●	●		



*Source 2019: Average allowed amounts charged by UnitedHealthcare Network Providers and not tied to a specific condition or treatment. Actual payments may vary depending upon benefit coverage. (Estimated \$2,000.00 difference between the average emergency room visit, \$2,200 and the average urgent care visit \$180.) The information and estimates provided are for general informational and illustrative purposes only and is not intended to be nor should be construed as medical advice or a substitute for your doctor's care. You should consult with an appropriate health care professional to determine what may be right for you. In an emergency, call 911 or go to the nearest emergency room.

The choice of provider is yours. This site only serves as a general educational aid concerning provider listings and information about providers. The site is not a substitute for medical or health care advice and does not serve as a recommendation for a particular provider or type of medical or health care. If you believe you are experiencing a medical emergency, please call 911.

This directory's provider information is updated weekly and may have changed. Please check with your provider before scheduling an appointment or receiving services to confirm whether they are participating. If you think any information in this directory is inaccurate, please let us know by clicking on "Report Incorrect Information" on the specific provider's page. Check your official health plan documents to see what services and providers are covered by your health plan.

Insurance coverage provided by or through UnitedHealthcare Insurance Company, UnitedHealthcare Insurance Company of Illinois or their affiliates.